



Frequently Asked Questions (FAQ)

Question	Answer
1. Why are we doing IT Security Awareness Training?	1. It is <u>mandated</u> by section 8.3 “IT Security Awareness and Training” of the state’s <i>Information Technology Security Standard</i> (ITRM Standard SEC501-01, Effective Date: July 1, 2006).
2. Is it mandatory for all DJJ employees?	2. <u>Yes</u> it is mandatory for all DJJ employees who access DJJ’s Network. It will also be mandatory for others who access DJJ’s Network.
3. Do I have to take the training if I have taken it elsewhere (ex.: VITA staff, some locality staff)?	3. <u>Yes</u> you will need to complete MOAT at DJJ.
4. Why?	4. There are <u>two reasons</u> for this. To obtain adequate <u>verification</u> of completion of your training from elsewhere and maintain records would be very time-consuming. Even if we were able to do so, you would still be required to complete the reading and acceptance of all documents in the <u>DJJ Vault</u> .
5. What is the timeframe for completing the training?	5. For <u>existing DJJ employees</u> (during the rollout) the timeframe will be <u>thirty (30) calendar days</u> from the date of the receipt of the emails with the notification and password. For <u>new DJJ employees</u> , and <u>other new persons brought on to the DJJ Network</u> , the timeframe will be <u>two (2) calendar days</u> from the date of the receipt of the emails with the notification and password to read and accept the <u>IT Security Agreement</u> in the DJJ Vault. The timeframe for <u>completing all</u> of the training is <u>fourteen (14) calendar days</u> from the date of the receipt of the emails.

6. What happens if I do not complete the training?	6. If you do not complete the required training by the assigned deadline your network access will be <u>disabled</u> .
7. Does that mean only email?	7. No. It means <u>all network access</u> – including, but not limited to, email, network folders, and JTS.
8. What if I need network access to do my job?	8. If you have not completed the required training by the assigned deadline and your network access is disabled your <u>ability to do your job will be impacted</u> .
9. If my account has been disabled due to me not completing the required training by the assigned deadline how do I get my access back?	9. Your <u>Organizational Unit Head</u> will need to send Douglas Mack an email requesting your access be restored.
10. Then what?	10. You will have <u>seven (7) calendar days</u> from date of restoration to complete the required training.
11. What happens if I do not complete it?	11. Your network access will again be <u>disabled</u> .
12. How do I get my access back then?	12. Your <u>Deputy Director</u> will need to send Douglas Mack an email requesting your access to be restored.
13. Then what?	13. You will have <u>one (1) calendar day</u> from date of restoration to complete the required training.
14. What happens if I do not complete it?	14. <u>Management</u> will decide.
15. What if I am going to be on extended leave – will I still be held to the timeframe?	15. <u>No</u> . If you are going to be on extended leave please have your <u>supervisor</u> send Douglas Mack an email with your name and anticipated dates of absence. And, if there is a change, the time being shortened or lengthened, the <u>supervisor</u> should send a second email to Douglas Mack with the information.
16. I don't have the time to do the training; can I be excused from it?	16. <u>No</u> . The complete training can be done in <u>1 to 2 hours or less</u> . Current DJJ employees are being given 30 calendar days to complete the training.
17. Do I have to do all of the training at one time?	17. <u>No</u> . You determine how much of the training you want to do at one time. The system will keep track of your progress for you.

18. Do I have to be on the DJJ network to access the training?	18. <u>No</u> . You are able to access the training from <u>anywhere</u> you have access to the <u>Internet</u> .
19. Will I get training credits for this?	19. The possibility of getting training credits is being reviewed.
20. I am not very “technical;” will this training be difficult?	20. <u>No</u> . The training <u>will not be difficult</u> . Most of the information has been presented in issues of the information bulletin <i>DJJ Information Technology</i> .
21. Once I have completed the training will I have to repeat IT Security Awareness Training at a later date?	21. <u>Yes</u> . IT Security Awareness Training must be done <u>annually</u> . You may also be required to review <u>new policies</u> as they are added to the DJJ Vault in MOAT.